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|--|--|---------------------------|-------------------|--|
| <b>Declaration for Patent Application</b><br><b>English Language Declaration</b>   |  | Attorney Docket No.       | 016762.501-US02   |  |
|  |  | First Name Inventor       | Donald S. Curtis  |  |
| <input type="checkbox"/> Submitted with initial filing<br><input checked="" type="checkbox"/> Submitted after initial filing (surcharge required 37 CFR 1.16(e)) |  | <b>COMPLETE IF KNOWN:</b> |                   |  |
|  |  | Application No.           | 10/079,017        |  |
|  |  | Filing Date               | February 21, 2002 |  |
|  |  | Group Art Unit            | 2171              |  |
|  |  | Examiner                  | Not Yet Assigned  |  |

As a below named inventor, I hereby declare that:

My residence, mailing address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

**CUSTOMER INFORMATION MANAGEMENT INFRASTRUCTURE AND METHODS**

the specification of which

☐ is attached hereto  
OR

☒ was filed on 02/21/2002  
as United States Application No. or PCT International Application No. 10/079,017  
and was amended on \_\_\_\_\_ (if applicable).

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the National or PCT International filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign applications(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's right certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.

| Prior Foreign Application(s) |                    |                        | Priority<br>Not<br>Claimed | Certified<br>Copy<br>Attached |                          |
|------------------------------|--------------------|------------------------|----------------------------|-------------------------------|--------------------------|
|                              |                    |                        |                            | YES                           | NO                       |
| _____<br>(Number)            | _____<br>(Country) | _____<br>(Filing Date) | <input type="checkbox"/>   | <input type="checkbox"/>      | <input type="checkbox"/> |
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☐ Additional prior foreign applications are listed on a supplemental data sheet attached hereto.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

|  |                   |
|--|-------------------|
| Full name of sole or first inventor<br>Donald S. Curtis                      |                   |
| Sole or first inventor's signature<br><i>Donald S. Curtis</i>                | Date<br>5/15/2002 |
| Residence<br>Matthews, North Carolina  |                   |
| Citizenship US   |                   |
| Mailing Address<br><br>13507 Kintyre Court<br>Matthews, North Carolina 28105 |                   |

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|                      |  |
|----------------------|--|
| Application Number   | 10/079,017   |
| Filing Date          | February 21, 2002  |
| First Named Inventor | Donald S. Curtis   |
| Title                | CUSTOMER INFORMATION<br>MANAGEMENT INFRASTRUCTURE AND<br>METHODS |
| Group Art Unit       | Not Yet Assigned   |
| Examiner Name        | Not Yet Assigned   |
| Attorney Docket No.  | 016762.501-US02  |

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Customer Number

OR

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Assignee of record of the entire interest. See 37 CFR 3.71.

Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

## **SIGNATURE of Applicant or Assignee of Record**

|           |   |
|-----------|---|
| Name      | Michael A. Springs, Assistant General Counsel |
| Signature | <i>Michael A. Springs</i>                     |
| Date      | 5/7/02  |

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required. See below.

☐

\*Total of 1 forms are submitted.